
POSITION TITLE: Housing Administrative Assistant – Colville

March 2019

REPORTS TO: Property Manager & Emergency & Transitional Housing Manager

SUPERVISES: None

STATUS: Non-Exempt

SUMMARY:

Performs routine clerical duties, using independent judgement within established procedures. Performs a variety of secretarial support functions. Compiles and prepares for review and distribution various reports and documents. Refers customers to prospective resources. Answers sensitive customer inquiries. Works with a dynamic and changing environment and performs data entry and clerical support duties for the RRCA Housing program.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

- * Assists Property Manager and Emergency & Transitional Housing Manager as necessary.
- * Performs secretarial and clerical duties necessary to insure the effective administration of assigned programs.
- * Develops and maintains efficient manual and automated filing and reporting systems in accordance with general record keeping procedures and routines; retrieves documents and information as necessary.
- * Interviews and assesses customer needs, verifies eligibility of applicants, provides program information, prepares required documents to assist low-income families.
- * Receives income verifications and calculates income.
- * Remains current on state and federal policies, procedures, and regulations governing the program.
- * Prepares necessary forms, reports and correspondence.
- * Provides data entry into housing program database system(s); coordinates data entry of client information by collecting, organizing and monitoring the information from staff.

POSITION TITLE: Housing Administrative Assistant - Colville

March 2019

- * Maintains systems, files and records that provide for the proper evaluation and documentation of assigned services.
- * Provides program-related resources and information to the public in person and by telephone.
- * Requisitions office supplies and/or equipment as needed.
- * Compiles statistics and program information as required. Maintains program waiting lists and databases.

For Emergency & Transitional Housing Manager

- * Meet with clients at shelters as needed.
- * Assist with special projects, data collection and data entry.
- * Assists customers to access resources via direct assistance and/or referral.
- * Develops referral and/or service plans.
- * Reviews client information for accuracy.
- * Provides program information and performs outreach to families and landlords through social service agencies, real estate agencies, and other organizations.
- * Provides customer advocacy as necessary to insure access to available resources.
- * Maintains accurate records as necessary to provide for documentation and evaluation of referrals and services.
- * Works with agency and other community-based resources to insure clients have equal and fair access to services.

For Property & Weatherization Manager

- * Takes and records rents in the rent roll system.
- * Initiates maintenance tickets from maintenance calls, and work orders.
- * Submits AP's for all bills.
- * Sends out and processes annual certifications.
- * Maintains client and tenant files.
- * Files intents with Labor & Industries.
- * Sets up vendor meetings.
- * Orders, tracks and balances inventories in stores.
- * Maintains and balances project client files.
- * Maintains contact with local utility companies.
- * Maintains waiting lists.
- * Sends out top of the list letters and packet.
- * Invoices Avista.

POSITION TITLE: **Housing Administrative Assistant – Colville**

March 2019

KNOWLEDGE, SKILLS AND ABILITIES:

- ❖ Ability to organize and interpret data.
- ❖ Ability to treat sensitive information and material with full confidentiality.
- ❖ Ability to prepare reports, correspondence and documentation.
- ❖ Knowledge of agency and program policies, procedures and regulations.
- ❖ Knowledge of business English, grammar, spelling, punctuation and composition.
- ❖ Knowledge of computerized and manual recordkeeping systems and the ability to maintain them.
- ❖ Knowledge of client assessment techniques and service plan development. Ability to understand and apply state and federal regulations applicable to the program.
- ❖ Extensive knowledge of federal, state, and local policies, procedures, and regulations applicable to area of assignment.
- ❖ Ability to analyze and evaluate program needs and recommend corrective action to resolve problems.
- ❖ Ability to establish and maintain effective working relationships with landlords, agency staff and the general public.
- ❖ Ability to communicate effectively, both orally and in writing, with staff and the general public using tact, courtesy and good judgment to provide clear explanations of department policies and procedures.
- ❖ Ability to establish and maintain effective working relationships.
- ❖ Ability to assess client needs and make appropriate referrals.
- ❖ Ability to interpret and apply department information in making work decisions and providing information to others.
- ❖ Ability to organize and prioritize work independently with a minimum of supervision.

POSITION TITLE: **Housing Administrative Assistant - Colville**

March 2019

- ❖ Ability to efficiently operate standard office equipment such as a computer, calculator, copier and multi-line phone system.
- ❖ Ability to type 50 wpm and use Microsoft Word & Excel.

REQUIRED EDUCATION AND EXPERIENCE:

High school diploma; three years progressively responsible experience as a secretary or administrative assistant, and two years computer data entry experience;

or

Any combination of education and experience which would provide the applicant with the desired skills, knowledge and ability required to perform the job.

REQUIRED CERTIFICATION AND LICENSES:

Access to reliable transportation.

Valid driver's license & insurance in state of residence.

Acceptable completion of a criminal history background check.